

POSTAGE METER MALFUNCTION PROCEDURES

When a meter malfunction occurs on a Pitney Bowes meter, call the Pitney Bowes Equipment Repair Section (civilian 1-800-522-0020) for guidance. Before you call, collect the information pertaining to your meter head, such as your account number, postage-by-phone number, and the meter head serial number.

If the Equipment Repair Section is unable to repair the meter call or e-mail the Federal Government Sales Office and they will assist you in ordering a replacement meter head. Provide the model/serial number of the meter and modem along with the APO address the replacement needs to be shipped to and contact information. ***However, you must inform the Army in Europe Official Mail Manager and garrison official mail manager "before" you request a new meter head.*** The contact information for Pitney Bowes is—

Joan Hietpas - Pitney Bowes Government Coordinator
E-Mail: Joan.Hietpas@pb.com
Phone number: 1-800-287-0807
Voice Mail: 800-838-9945 x 2482
Fax number: 703-658-6951

After you arrange to receive a replacement meter head, secure your old meter head until the new one arrives in case you can transfer existing postage to the new meter head.

When you receive the new meter head, contact Equipment Repair at 1-800-522-0020, they will assist you with setting up the meter head and transferring postage from your old meter head to the new one or crediting account. After the meter is functioning properly—

- Complete the PS Form 3601-C and a Pitney Bowes International Meter Return Form.
- Package the meter and copies 2 and 3 of the PS Form 3601-C and a copy of the Pitney Bowes International Meter Return form.
- Mail the package by registered mail to the following address:

Pitney Bowes Returned Goods
595 Federal Road
Brookfield CT. 06804-2002

- Fax a copy of the Pitney Bowes International Meter Return Form and PS Form 3601-C to:
Pitney Bowes International Accounts: 757-228-3152.